

User information for warranty

User Name User Id.....
Invoice No. Dated
Fitting Clinic
Customer Signature Dated
Signature / Stamp Dated
(Ottobock)

When to contact your ottobock clinic

We expect your mobility to progress with time. Please make a follow up appointment if you come across these situations earlier than expected:

- Your walking speed has changed and the prosthesis needs adjustments
- Socket fit too loose or too tight
- A redness / abrasion on the limb which does not go away after rest

Contact no. for regular appointment :

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Here are some rare emergency situations when you should immediately make a follow up appointment :

- The device is exposed to rain / water (Not applicable for waterproof components)
- Visible damage to the device from a fall / accident or due to wear and tear
- Irregular noise or movement in the joint / foot
- A fall

Contact no. for emergency support :

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National Contact:

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Medical Care Continuing Support.

Ottobock India Warranties.

Dear User,

Thank you for giving us an opportunity to serve you.

All components of your Ottobock device are German engineered and are built to the strictest quality standards. Please be assured that they will deliver optimal function to you over their service life.

Our confidence in our products allows us to offer you a reliable service. However, if you encounter a problem with functioning of an Ottobock component, please contact your nearest Ottobock clinic.

Ottobock's After Sales Service Centre in Mumbai is equipped to handle most repair / maintenance requests. We promise to honour our warranties throughout our national network of clinics and do all we can to support you.

Warranty on individual components

Sr. No	Type of components	Standard Warranty Duration (months)
a	Prosthetic Hip Joints	
	7E9 Hydraulic Hip Joint	24
	Mechanical Hip Joints	24
b	Prosthetic Knee Joints - Mechtronics	
	Kenevo	As per terms of sale
	C-Leg 4	As per terms of sale
	Genium, Genium X4	As per terms of sale
	Protectors for Mechatronic Knees	6
	AC Adapter, USB Adapter and Chargers for Mechatronic Knee	As per terms of sale
c	Prosthetic Knee Joints - Mechanical	
	Rotary Hydraulic Knee (3R80)	As per terms of sale
	Other Adult Mechancial Knees (3WR95, 3R21, 3R23, 3R46, 3R17, 3R15, 3R20, 3R62*, 3R78*, 3R106-PRO*, 3R92, 3R60*, 3R95, 3R85)	24
	Sports Knees for recreational use (3S80, 3S80=1, 3R2)	24
	Children's Knees (3R38, 3R39, 3R66, 3R67, 3R68)	24
	Other Mechancial Knees (Not part of standard product portfolio)	As per terms of sale
d	Prosthetic Feet	
	Regular Carbon Feet (1C10, 1C20, 1C30-1, 1C40, 1C61, 1C62, 1C63, 1C64, 1E56)	36
	Other Modular Prosthetic Feet excluding above (1WR95, 1P9, 1E81, 1E57, 1S101, 1H38, 1D10, 1D35, 1C11, 1C70, 1C50, 1C51, 1C52, 1C53, 1C56, 1C58, 1C59, 1C68)	24
	Fiber Glass Feet (F21, F22, F23)	24
	Sports Feet for recreational use (1E95, 1E90, 1E91*, 1E93, 1E96, 1E97 LP2-W2, 1E2)	24
	Children's Feet (1S30, 1K30, 1K10, F24)	24
	Other Feet (Not part of standard product portfolio)	As per terms of sale
e	Parivartan	
	TT Kits, TF Kits, Parivartan Foot	24
f	Socket Technology	
	Harmony P4	24
	Harmony Functional Rings (For IC52 and IC62)	6
	Quick Valve	12
	All Prosthetic Sockets against manufacturing defects. (sockets that require change due to residual limb volume variations / growth are not covered.)	24
	Liners (Skeo- Silicone, Caleo- Copolymer, Uneo- Polyurathene)	6
	RevoFit2	24
g	Foot Shells	12
h	UNYQ Covers	
	UNYQ Covers (excluding damage due to impact, wear & tear)	12

Sr. No	Type of Components	Standard Warranty Duration (months)
i	Upper Limb Prosthetics	
	Bebionic Hand	As per terms of sale
	Bebionic: Battery, Charger, AC Adapter	24
	Zeus Hand	24
	Digital Twin MyoFacil Components: Hands, Wrists, Electrodes, Cables, Battery, and Battery Charger	24
	Myo Advanced Components: Hands, Wrists, Electrodes, Cables, Battery, and Battery Charger	24
	Body Powered Solution Components: Hands, Wrists & Elbows	24
	Cosmetic Solution Components: Hands, Wrists, Elbows & Shoulder Joints	24
	ERGO Arm Family Elbows and Other Mechancial Elbows	24
	Aether Elbow	12
	Dynamic Arm Elbow Solution	As per terms of sale
	mHand Adapt	24
	Skeo Up Daily Assist (14Y4)	0
	TRS Activity Terminal Devices	12
j	Custom Silicone Solutions	
	Custom-made silicone products	12
	SAFO - Silicone Ankle Foot Orthosis	12
k	Structural and Functional Components	
	Structural Components: Foot Adapters, Tube Adapters, Tube Clamp Adapters, Socket Adapters	60
	Functional Components: Rotation Adapter (4R57*), Torsion Adapters, Quickchange Adapter (4R11*)	24
l	Orthotic Supports	
	Hip, Knee, Ankle, Elbow Joints and Side bars	24
	E-Mag Active Knee Joint	24
	C-Brace Orthotronic Knee Joint	As per terms of sale
	AC Adapter, USB Adapter and Chargers for C-Brace Solution	As per terms of sale
	Activity and Sports Medicine Products (Braces and Supports)	12
m	Human Mobility: Wheelchairs/Cushions	
	Frame (Manual and Powered Wheelchairs)	24
	Parts of Frame Accessories (Manual and Powered Wheelchairs) e.g. Tip Assist, Batteries and Motors etc.	12
	ROHO: Mosaic and High Profile Cushions	12
n	Consumables	
	Sleeves and Sheaths	0
	Foam Cosmeses	0
	Hosiery Materials e.g. Socks, Stockings, Straps and Harnessess	0
	Cosmetic Gloves	0
	Foam insoles, Crutches and other Off-the-shelf goods	0
	Wheelchair: Tyres, Bearings, Cross Brace, Upholstery, Brakes, Arm Pads etc.	0

Note:

- Warranty is not applicable for breakages/scratches due to wear-tear, impacts, accidents, misuse or use outside the product's indicated field of application as specified in IFU (Instruction for use), lack of maintenance, combination with other manufacturers' components.
- All ROHO cushions are covered under manufacturer's warranty limited to manufacturing defects. Punctures are not covered under warranty.
- Stained gloves for all posthetic hands are not covered under warranty.